

**REPLY UNDER 37 C.F.R. §1.116  
EXPEDITED PROCEDURE - EXAMINING GROUP 3685**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application

Inventor(s): Carey E. Garibay et al.

Appln. No.: 10/664,473

Confirm. No.: 4342

Filed: September 17, 2003

Title: SELF-SERVICE CUSTOMER LICENSE  
MANAGEMENT APPLICATION ALLOWING SOFTWARE  
VERSION UPGRADE AND DOWNGRADE

PATENT APPLICATION

Art Unit: 3685

Examiner: Charles C. Agwumezie

Customer No. 23910

**RESPONSE TO FINAL OFFICE ACTION UNDER 37 C.F.R. § 1.116**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

This REPLY is in response to the Final Office Action of October 21, 2009. Please amend the above-identified application as follows:

**Amendments**

Please amend the above-identified application as follows:

A Listing of the Claims begin on page 2.

Remarks begin on page 17.